

### 1999 Biennial Review Business Line Summary Ranked by Overall Satisfaction

Defense Agency/ DoD Field Activity - Business Line	Overall Satisfaction Score	Satisfaction with Business Line	Responsiveness to Customers	Satisfaction with Specific Products and Services	Coordination with Customers	Number of Surveys
DLA - Defense Automatic Addressing System (DAAS)	100%	100%	100%	100%	100%	19
WHS - Implementation of the DoD Privacy Program	100%	100%	100%	100%	100%	12
DIA - Joint Military Intelligence Training Center (JMITC)	97%	100%	89%	100%	100%	9
WHS - Information technology resources and support (DIOR/S&S)	94%	100%	100%	75%	100%	9
DCAA - Contract audit services	93%	93%	94%	93%	90%	135
OEA - Technical and financial assistance to communities impacted by changes in scope of defense operations	91%	92%	88%	91%	94%	69
DeCA - Management of worldwide commissary system	91%	100%	100%	82%	82%	11
DHRA - DMDC - Collect and maintain data archive to support information requirements of OUSD (P & R) and DoD	90%	90%	87%	92%	90%	72
WHS - Support messages, correspondence, directives, and document releases (C&D)	89%	92%	86%	87%	92%	63
WHS - Budgeting, accounting, information technology and reporting services (B&F)	89%	88%	92%	89%	87%	48
DIA - Military intelligence community management	89%	89%	89%	78%	100%	9